Amendment to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A personal information managing method in a case of resolving a dispute occurred by information sent out from an information processing apparatus, comprising the steps of:

accepting an input for designating sent-out contents capable of being browsed on a provider-side processing apparatus connected via a network;

receiving ticket information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus;

transmitting said sent-out contents and said ticket information from a deliberation-requesting-party-side processing apparatus to a deliberation support processing apparatus to request a deliberation about said sent-out contents;

receiving said sent-out contents and said ticket information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and said ticket information into a deliberation managing database in said deliberation support processing apparatus, said sent-out contents becoming a target of said deliberation;

accepting an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database;

transmitting said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus;

requesting presentation of personal information on said sending-party;

receiving said ticket information from said deliberation support processing apparatus;

transmitting said personal information on said sending-party identified by said ticket information, from said ticket management processing apparatus to said deliberation support processing apparatus when said deliberation result indicates that said sent-out contents include an illegality; and

transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending-party received from said ticket management processing apparatus, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus; and

receiving said deliberation result and said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus.

2. (original) A personal information managing method as claimed in Claim 1, further comprising the steps of:

accepting an input of inquiry contents toward said sending-party to store said inquiry contents into said deliberation managing database;

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transmitting said inquiry contents and said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to said ticket management processing apparatus;

receiving said inquiry contents and said ticket information from said deliberation support processing apparatus;

making reference to a mail address indicated by a contact address included in said personal information identified by said ticket information; and

transmitting said inquiry contents from said ticket management processing apparatus to said mail address.

3. - 4. (canceled)

5. (currently amended) A personal information managing system in a case of resolving a dispute occurred by information sent out from an information processing apparatus, comprising:

a deliberation requesting process unit for accepting an input for designating sent-out contents capable of being browsed on a provider-side processing apparatus connected via a network, for receiving ticket information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus, and for transmitting said sent-out contents and said ticket information from a deliberation-requesting-party-side processing apparatus to a deliberation support processing apparatus to request a deliberation about said sent-

out contents;

a deliberation accepting process unit for receiving said sent-out contents and said ticket information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and said ticket information into a deliberation managing database in said deliberation support processing apparatus, said sent-out contents becoming a target of said deliberation;

a personal information presentation requesting process unit for accepting an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database, for transmitting said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus, and for requesting presentation of personal information on said sending-party;

a personal information presenting process unit for receiving said ticket information from said deliberation support processing apparatus, and for transmitting said personal information on said sending-party identified by said ticket information, from said ticket management processing apparatus to said deliberation support processing apparatus when said deliberation result indicates that said sent-out contents include an illegality; and

a deliberation result informing process unit for transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending-party received from said ticket management processing apparatus, from said deliberation support processing apparatus to said deliberation-requesting-

party-side processing apparatus; and

receiving said deliberation result and said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus.

6. (currently amended) A computer-readable record medium that records a program for causing a computer to function as a deliberation support processing apparatus for resolving a dispute occurred by information sent out from an information processing apparatus, said computer-readable record medium recording said program for causing said computer to function as:

a deliberation accepting process unit for receiving sent-out contents becoming a target of said deliberation and ticket information from a deliberation-requesting-party-side processing apparatus to store said sent-out contents and said ticket information into a deliberation managing database in said deliberation support processing apparatus;

a personal information presentation requesting process unit for accepting an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database, for transmitting said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus, and for requesting presentation of personal information on a sending-party; and

a deliberation result informing process unit for transmitting said deliberation

result stored in said deliberation managing database and said personal information on said sending-party received from said ticket management processing apparatus when said deliberation result indicates that said sent-out contents include an illegality, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus.

7. - 13. (canceled)